



# HQ Air Force Personnel Center Family Matters Operations

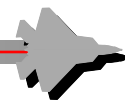


**Ms. Betty Hammack**  
**HQ AFPC/DPPTF**  
**Mr. Gary Strickland**  
**Mountain Home FSC,**  
**ID**

May 04

# Overview

**AFPC**

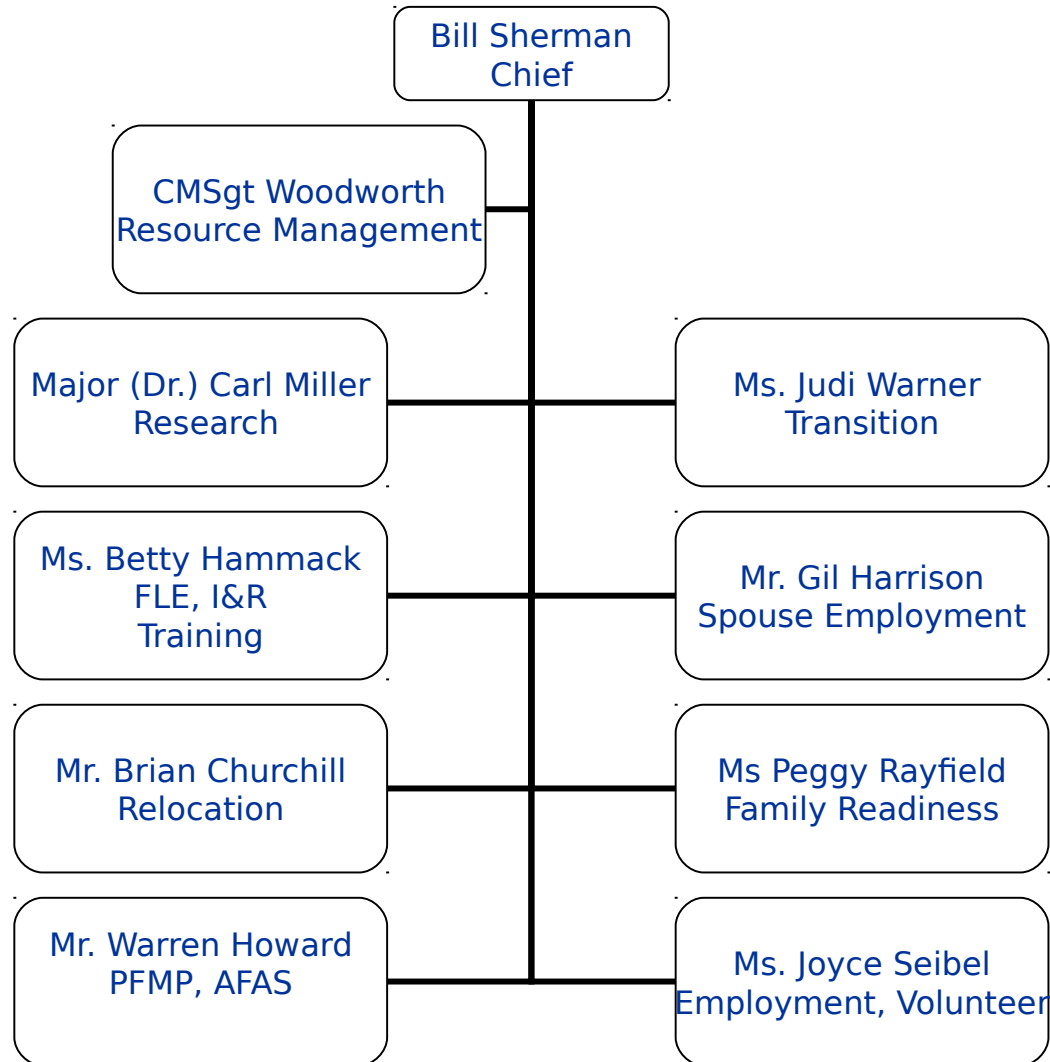


- Vision and Mission
- Results Management
- AEF
- FSC Transformation
- New FSC IT Resources
- AFI, Self-Inspection
- On the Horizon
- AIRS 211 Update



# Operations Org Chart

**AFPC**



# Air Force Family Matters

## AFPC



- Vision:
  - Build strong, ready communities
- Mission:
  - Work collaboratively to build stronger communities that promote self-sufficiency and enhance mission readiness, retention and adaptation to the AF way of life by providing total force members, their families, and leadership with measurable and effective services



# Results Management

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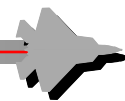


- Program Activities are useful only when **TIED TO RESULTS!**
- Results must be **TIED TO PROGRAMMATIC DECISIONS** across the Future Years Defense Program (FYDP)  
—Return on Investment (ROI)



# AEF Data March 04

## AFPC



□ Total Deployed 24,153

□ AD (current)  
17,734

□ ANG (current) 3,701

□ AFRES (current) 2,717

□ Civilians (current) 139

□ AD (since 9/11) 242,291

□ ANG (since 9/11) 77,084

□ AFRES (since 9/11) 33,636

□ Civilians (since 9/11) 2,245





□ Deployed for OIF (Mar 04)	
□ AD (current)	5,36
□ ANG (current)	68
□ AFRES (current)	26
□ Civilians (current)	13
□ TOTAL	6,455
□ AD (since 9/11)	38,43
□ ANG (since 9/11)	15,95
□ AFRES (since 9/11)	6,71
□ Civilians (since 9/11)	170
□ TOTAL	61,267





- Air Expeditionary Forces
  - Airmen in buckets 1997: 80,000
  - % in buckets in 1997: 22%
  - Airmen in buckets 2003: 272,000
  - % in buckets in 2003: 76%
  - Next Major Rotation: Mar 04

- Snapshot
  - Unavailable to deploy: 35,612
  - 9.5% of Total Force:  
375,062
  - Student status: 31,495
  - PCS status: 3,125
  - Confined/Patient status :  
992





- National Security Personnel System (NSPS) Highlights
  - Included in '04 National Defense Authorization Act (NDAA)
  - Most significant change in 50 yrs
  - Flexibility to Manage based on DoD Mission
  
- Benefits:
  - Streamlined Classification
  - Expedited Hiring
  - Pay for Performance
  - Pay Banding
  - New Appeal and Labor System



# *FSC Transformation*

**AFPC**



- Imperative for change
  - Current service delivery system does not optimize resources and meet validated community level needs
  - Families dependent on professional services that don't improve their lives in a substantial way
  - System encourages families to be passive recipients vice active participants in their own lives and the life of community
  - FSC reactive, passive service provider
  - FSC constrained by high caseloads & crisis management

# *FSC Transformation*

**AFPC**



## □ Requirements for successful FSC transformation

- Build the art and science of prediction
- Move from activities-based services to community building activities
- Outcome-based management
- Engage more fully with technology
- Move to community based initiatives in close partnership with leadership
- Collaborative approach to community building

# *FSC Transformation*

**AFPC**



## □ FSC Transformation Milestones

- De-operationalization of AFFAM (1 Oct 01)
- Better deployment/use of Information Technology
  - AF Crossroads, FIRST, FAMNET V, Air Force One Source, 211, GI-Mail, “reach-back capability”
  - [www.afpc.randolph.af.mil/famops](http://www.afpc.randolph.af.mil/famops)
- Community Readiness Consultant Delivery Model
  - SCPDs 1 April 04

# FIRST

Air Force Family Support Center - Microsoft Internet Explorer

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Address [https://www.affsc.org/user/ats/ats\\_user\\_display.asp?subaction=emulate](https://www.affsc.org/user/ats/ats_user_display.asp?subaction=emulate) Go Links



Jump To

## FIRST: Little Rock AFB, AR

### My Customers

Sorry, no customers have been added to "My Customers".

### My Upcoming Visits (Next 7 Days)

Sorry, no upcoming visits are currently scheduled.

[View All Your Upcoming Visits...](#)

### My 6/12 Month Post Assessment Reminders

Sorry, there are no 6/12 month post assessment reminders needed.

### Recently Added Customers (last 5)

<b><u>CLARK, CHRISTINA</u></b>		4/5/2004
<b><u>Marquardt, Jason</u></b>		4/5/2004
<b><u>SANDERS, JEFFREY</u></b>		4/5/2004
<b><u>Lynch, Shanika R</u></b>		3/25/2004
<b><u>WARE, JARED</u></b>		3/22/2004

### My Quick Tracker

For 4/21/2004

#### Informal Contacts

[Customize Informal Contacts](#)

#### Service Materials

[Customize Materials](#)

### Today's Workshops

No Workshops Today

[Add New Workshop](#)

### About You

**Bill Sherman**  
Base: Little Rock AFB, AR

#### Current Access Levels

Admin  
HQ Staff

### Customer Search

Go

☒ Search Base Only

☐ Search All Bases

### FIRST Home

[Add Customer](#)

[Add Customers to Workshops](#)

### FIRST Management

[Manage Workshops](#)

[Manage Informal Contacts](#)

[Manage Service Materials](#)

[Personalize FIRST](#)

# AF Portal

AF Portal - Microsoft Internet Explorer

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Address <https://www.my.af.mil/gcss-af/afp40/USAF/ep/home.do>

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Welcome,  
**william.m.sherman!**  
April 21, 2004

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**Front & Center**

**AF Featured Story**



**To the rescue**

KADENA AIR BASE, Japan -- Staff Sgt. Leslie Schafferman shouts instructions to medical first-responders during a mass casualty exercise here as she treats an Airman for injuries sustained in a simulated building collapse. Sergeant Schafferman is an 18th Medical Operations Squadron independent-duty medical technician. The scenario was part of the 18th Wing's weeklong operational readiness exercise that ends April 23.

**Leadership Messages**

**AF Leadership: Cross Further Into the Blue**

[Click here](#) for Information about AF Force Development and Leadership Development

**Air Force Senior Leadership**

**Air Force Senior Leadership Biographies**  
Contains biographical information on current Air Force leaders

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**Senior Leadership Speeches**

Contains SECAC, CSAF, and CMSAF speeches

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Internet

# FAMNET V

Welcome to FAMNET 5.: Telecommunications Network - Microsoft Internet Explorer

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Address https://www.famnet.com/home.cfm

Go Links >>

## FAMNET5 Telecommunications Network

[www.af.mil](http://www.af.mil) [www.afcrossroads.com](http://www.afcrossroads.com) [www.afas.org](http://www.afas.org) [www.defenselink.mil](http://www.defenselink.mil)

LOGOUT

### FAMNET News Flash

Welcome to FAMNET 5

April 21, 2004

### Voice E-Mail

### Wireless E-Mail

### MESSAGE CENTER

[FAMNET E-mail](#)  
[File Libraries](#)  
[FAMNET Forums](#)  
[Voice Service](#)  
[Wireless Service](#)

### FAMNET RESOURCES

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[Calendars](#)  
[Chat Room](#)  
[FSC Directory](#)  
[Prev. Logged On](#)  
[Registry](#)  
[User Online](#)  
[AFFAM Update](#)

### YOUR DESKTOP

[Configure Desktop](#)  
**SPECIAL ACCESS**  
[FAMFocus](#)  
[FIS](#)

### SUPPORT

[FAMNET 5 FAQs](#)  
[Contact HRT](#)

### WEB RESOURCES

[CFP](#)

### AFAS Update

- 04/13/04 - New Supply of AFAS Form 2's
- 04/09/04 - AFAS Survey Results
- 04/07/04 - Air Force Assistance Fund Q&A
- 03/04/04 - Electronic Ticketing: Non-refundable Tickets



### Air Force News

#### To the rescue

4/20/2004 - **KADENA AIR BASE, Japan** -- Staff Sgt. Leslie Schafferman shouts instructions to medical first-responders during a mass casualty .....



[Click here for the full story.](#)

### AFFAM Update

- 04/14/04 - AF Crossroads Update
- 04/06/04 - Welcome to FAMNET 5!



### FAMNET Mail

Date	From	Subject
------	------	---------

[Click here for more.](#)

### Top Forum Discussions

[Click here for more.](#)

### Site of the Month



**The Air Force Aid Society**  
<http://www.afas.org>

### More AF News

- To the rescue

# Air Force One Source

Air Force One Source -- Home Page - Microsoft Internet Explorer

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Address <http://www.airforceonesource.com/index.aspx>

Go Links

## AIR FORCE One Source

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How may we help you?

[My Air Force One Source](#) [Edit My Preferences](#)

Welcome to Air Force One Source, Bill



welcomes you to

**Air Force One Source Online**

the comprehensive source to help you face life challenges.

**This Month's Feature**

April is the Month of the Military Child...

[more](#)

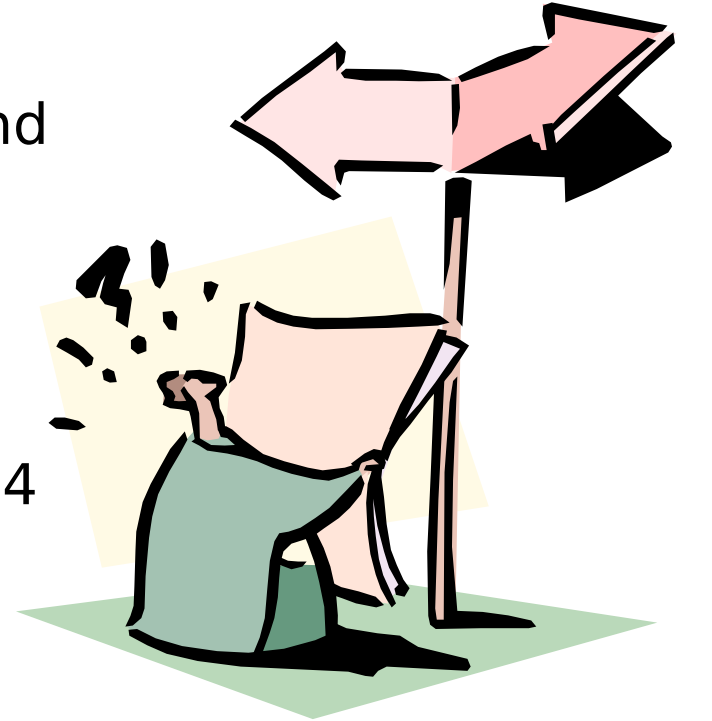
US Air Force Family Support Centers offer you access to Air Force One Source Online, where you can find help to cope and not so little -- issues. Click on a topic of interest on the left, under the How May We Help You? heading, or use the top right corner. You can access informative articles, helpful tools, audio tips on hundreds of specific topics, and

**My Bookmarks**

# AFI

**AFPC**

- AFI 36-3009
  - Will incorporate Transition and Relocation AFIs
    - Total rewrite
    - AF FM Approval to Purchase Marketing Materials
  - Informal Coordination April 04
  - Formal Coordination May 04
- Self-Inspection Check-List to follow



# On the Horizon

## AFPC



### □ Training

- Community Readiness Consultant Course (CRC) – Spring 04 at AU and other Base Locations
- Readiness Course 2 times a year at AU
- FSC Managers Course 2 times a year at AU
  - New Course being developed - Summer 05
- AF Superintendent Training 2 times a year at San Antonio
- AF Readiness Conference – alternate years

### □ Conferences

- OSD Military One Source Conference Oct 2004, WADC
- Professional Organizations which support FSC Services and Activities



# AIRS 211 Update

**AFPC**



- Where is AIRS 211 Headed?
  - Toward building and enhancing I&R as a system and a profession
  - Toward realizing a fully integrated and inclusive national (international) system with easy access

# AIRS 211 Update

**AFPC**



- Disaster and Crisis I&R Standards
  - Basic knowledge of disaster and crisis theory
    - Suicidology, Victimology (as related to violence and assault), Assessment (risk and lethality), Intervention
- Basic skills to assess, intervene, refer, link, and provide follow-up

# AIRS 211 Update

**AFPC**



- AIRS 211

- Mission

- To build capacity to strengthen the way people access help and give help

- 211 is currently serving 85 million Americans (near 30 %)

- All fifty states are in various stages of 211

- 26 states have active call centers

- Four states are operating statewide

# *Family Matters*

**AFPC**



## **QUESTIONS?**